

**FY03 Army Civilian Attitude Survey
Fort Jackson, SC
Results for Civilian Employees**

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About This Report

About This Employee Report

Survey Background – One of the main goals of Army is to be judged the employer of choice by its civilian employees. For over 25 years, Army has periodically surveyed the morale of its workforce. In 2003 Army implemented a web-based version of the Army Civilian Attitude Survey. Over 33,000 employees and close to 7,000 supervisors "logged on" and completed the survey. The Internet survey method allowed Army to conduct a census of its entire US-citizen, appropriated and non-appropriated fund, civilian workforce. What follows are the results from this survey.

Employee Survey Content – The Army Civilian Attitude Survey for Employees is composed of a series of core and supplemental items.

Composites – The survey includes a number of scaled items that were grouped in 18 composites. Each composite is made up of multiple items. In the table below are the composite labels, the items (in parentheses) and a brief composite description.

Composite Label	Composite Description
Satisfaction with "Civilian Personnel" Service (q2-q13)	Employees' overall satisfaction with the level of service received from personnel.
Satisfaction with Job (q14-q18)	Employees' satisfaction with their current job.
Satisfaction with Career (q19-q21)	The extent to which employees recommend their career to others.
Satisfaction with First Line Supervisor (q22-q29)	Employees' relationship with their first line supervisor (interaction, competence, support for employee, etc.).
Satisfaction with Management (q30-q34)	Employees' satisfaction with upper-level management (second line supervisor and above).
Satisfaction with Job Placement/Promotion System (q35-q38)	Perceptions of promotion processes (e.g., fairness) and outcomes (e.g., quality of candidates).
Satisfaction with Awards and Recognition (q39-q42)	Extent to which employees feel they are personally recognized and that others are fairly awarded.
Satisfaction with Discipline/Grievances/ EEO Procedures (q43-q46)	Employees' perceptions of how they and others are treated with regard to grievance and disciplinary procedures.
Satisfaction with Work Group (q47-q49)	Employees' assessment of work group on cooperation, effectiveness, and efficiency.
Satisfaction with Training and Development (q50-q52)	Satisfaction with the amount of training employees have received and the level of support they receive for additional training.
Satisfaction with Fairness (q53-q58)	Employees' perceptions that others are treated fairly, regardless of gender or race, and that they can report instances of discrimination without fear of retribution.
Satisfaction with Physical Conditions (q59-q61)	Employees' satisfaction with safety and physical working conditions.
Civilian Workplace Morale (q14-q38)	Composite of satisfaction with job, career, first line supervisor, management (second line supervisor and above), and job placement/promotion system.

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Composite Label	Composite Description
Your Organization (q62-q74)	Employees' assessment of the work environment (e.g., good working relationships, support, communication, empowerment, productivity, resources, etc.).
Performance Culture (q75-q77)	Extent to which employees feel that the culture supports high performance.
Strategic Planning (q78-q80)	Employees' perceptions of communication and effectiveness of planning in their organization.
Customer Satisfaction (q81-q83)	Employees' assessment of customer interactions and their satisfaction with products and services of work group.
Diversity (q84-q85)	Extent to which all civilian employees are valued and work together, regardless of differences (e.g., gender, race, religion).

Supplemental Items – In addition to the core items and their composites, the civilian attitude survey included a series of *supplemental* items that dealt with specific issues:

- Harassment (q86-q88)
- Army Knowledge Online (AKO) (q89-q91)
- Army Civilian Personnel OnLine (CPOL) Applications (q92-q95)
- Family Friendly Flexibilities (q96-q102)
- Career/Retirement Plans (q103-q107)
- Feedback on Survey Results (q108-q109)

However, because these supplemental items included both nominal (e.g., yes/no) and scaled (5=Strongly Agree, 4=Agree....) response options, composite scores were not computed.

Results for all items (core and supplemental) can be seen in the item detail section of the report – immediately following the composite summary pages.

Response Rates - Participants were asked to complete their surveys and return them electronically to Army, which then forwarded the data to an independent research and consulting firm for processing. Of the approximately 213,547 Army civilian appropriated fund employees and supervisors who were invited to complete the attitude survey, 39,950 returned surveys for a 19% response rate. The response rate for Total Army allows results to be generalized at a 95% confidence level to ± 0.4 percentage points. This means that if 60% of the survey respondents are satisfied with a particular item, we can be very confident (95% sure) that between 59.6% and 60.4% of the civilian employee population hold the same view.

For Army civilian appropriated fund employees, the results are similar. Of the 187,078 employees who were invited to complete the survey, 33,034 responded for a response rate of 18%. This yields a margin for employees of ± 0.5 percentage points. This means that the data presented in this report are generalizable to the population of Army civilian employees.

In the table on the next page, this same information is presented by MACOM, Region, Race, Pay Plan, Gender and NAF.

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MACOM (AF)*		Population**	Responses	Response Rate	Margin +/-
Total Army***		187,078	33,034	17.66%	0.5
AMC		46,287	6,724	14.53%	1.1
FORSCOM		10,808	1,999	18.50%	2.0
MEDCOM		26,364	3,609	13.69%	1.5
TRADOC		15,626	3,596	23.01%	1.4
USACE		32,596	8,451	25.93%	0.9
USAREUR		7,052	791	11.22%	3.3
OTHER		48,341	7,863	16.27%	1.0
Region (AF)*		Population**	Responses	Response Rate	Margin +/-
Europe		11,017	1,456	13.22%	2.4
Korea		1,598	209	13.08%	6.3
North Central		31,626	4,400	13.91%	1.4
Northeast		37,726	6,481	17.18%	1.1
Pacific		6,320	821	12.99%	3.2
South Central		35,746	6,822	19.08%	1.1
Southwest		32,255	7,826	24.26%	1.0
West		30,014	4,984	16.61%	1.3
		Population**	Responses	Response Rate	Margin +/-
Race (AF)*	Non-Minority	126,621	25,633	20.24%	0.5
	Minority	52,889	6,970	13.18%	1.1
Pay Plan (AF)*	GS	156,364	30,016	19.20%	0.5
	WG	30,533	3,011	9.86%	1.7
Gender (AF)*	Female	78,060	15,384	19.71%	0.7
	Male	109,010	17,650	16.19%	0.7
NAF		27,079	1,265	4.67%	2.7

*AF: response rates for MACOM, Region, Race, Pay Plan and Gender refer to Appropriated Fund (AF) employees only. Non-Appropriated Fund (NAF) response is represented in the last row.

**Population figures as of August, 2003. These population figures do not account for employee losses to Army during the survey administration period and therefore should be considered conservative.

***Populations and responses in each table may not necessarily sum to the Total Army population and Total Army responses because of missing and skipped items.

Installation response rates and margins of error can also be obtained from the Army Point of Contact, Mr. Murray Mack at (703) 325-8684 (DSN 225-8684) or email murray.mack@asamra.hoffman.army.mil.

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Item Scoring – To accurately interpret data, it is necessary to understand how items are scored. The multiple-choice (scaled) items asked employees to respond on a scale of 1-5 with 5 being most favorable (Strongly Agree; Very Good) and 1 being least favorable (Strongly Disagree; Very Poor). For these types of items, the five response categories were collapsed into three, as shown below. The percentage of responses in each category (Favorable, Neutral, Unfavorable) are then presented in 3-part bars.

Favorable		Neutral	Unfavorable	
5	4	3	2	1
Strongly Agree Very Good	Agree Good	Neither Agree Nor Disagree Neither Good Nor Poor	Disagree Poor	Strongly Disagree Very Poor

Organization of the Report – Results for each group and sub-group in this report are compared to Army Overall.

Results are presented in the following sections:

- ☐ **Results Summary:** This section contains overall summary information which includes:
 - ✓ Ten most favorable/ten most unfavorable items: This section displays in rank-order the ten most favorable items and ten most unfavorable items for Total Army and for each subgroup comparison.
 - ✓ Composite summaries: A quick overview of the Composite results for Total Army and for each subgroup comparison. Composites are presented in the same order as they appeared in the survey. Three-part bar graphs display average percentages of favorable, neutral, and unfavorable responses to the composites. The last column indicates the number of individuals in each group [Total Army and for each subgroup comparison] who responded to the items in the composite.
 - ✓ Historical comparisons to the 2001 survey composites are displayed where possible in the column labeled “Pct Fav Diff from 2001”. If there is not a match between a 2003 and 2001 composite, this column displays a dash (--).
- ☐ **Item Detail:** This section provides a detailed look at results for each question, including a composite summary at the beginning of each group of items.
 - ✓ For the scaled items (5=Strongly Agree, 4=Agree....), three-part bar graphs again display percentages of favorable, neutral, and unfavorable responses. In addition, the Category Percent column details the percentage of responses in each category, while the next columns display item means, standard deviations, and valid N's (the number of responses to each item).
 - ✓ For the nominal items (e.g., yes/no), the percentage of individuals selecting each response option is displayed by a one-part bar, with the actual number who selected each option listed in the last column.
 - ✓ Historical comparisons to the 2001 survey questions are displayed where possible in the column labeled “Pct Fav Diff from 2001”. If there is not a match between a 2003 and 2001 item, this column is not present or displays a dash (--).

Interpreting the Results: Surveys are valuable when data are analyzed, results are communicated to employees, and information is acted upon in the spirit of continuous improvement. The purpose of this section is to provide some general guidelines on interpreting data. The guidelines below are consistent with well-established industry standards for employee opinion survey research.

Begin by getting an overview of the results by reviewing the 10 Most Favorable/10 Most Unfavorable Items. Then use the following steps to thoroughly interpret the survey results.

1. Using the information in the Results Summary section, classify the Composites using the following criteria:

Strengths: At least 60% favorable response AND less than 20% unfavorable response. These are the issues that are working well for the majority of respondents, and should be maintained and reinforced.

Opportunities for Improvement: 30% or higher unfavorable response OR at least 20% unfavorable and less than 50% favorable response. These are the issues where action is indicated, either because the negative perceptions are large (over one-third of the group) or are large enough to overbalance a relatively small positive group.

Mixed: Mixed Items are items for which additional examination/clarification is needed to determine the best actions to take. A classic Mixed Item is one that doesn't fall neatly into either the Strength or Opportunities for Improvement category, e.g., 57% favorable/ 20% neutral/ 23% unfavorable.

Undecided: If the neutral category is 30% or more, the issue is *undecided*, which may be the result of respondents' unfamiliarity with the issue, concerns about confidentiality, inconsistency, or perceptions of the issue as "average." In certain cases, *undecided* items may also be **Opportunities for Improvement**.

Divided: If the favorable and unfavorable percents are almost equal, or there is almost no neutral (e.g., 55% favorable/ 5% neutral/ 40% unfavorable), the issue is *divided*, which indicates that specific constituencies feel differently. This is less threatening in large groups, but in small groups may indicate that teamwork and morale are in danger. In many cases, *divided* items are also **Opportunities for Improvement**.

2. Review the items within each Composite and classify them using the same criteria you used to classify the Composites.

3. Look for themes within Composites. For each Composite, examine your classification of the items and determine whether all of the strengths or opportunities have anything in common.

4. Look for trends across Composites. Sometimes themes or patterns emerge that cross several survey Composites. Ask yourself:

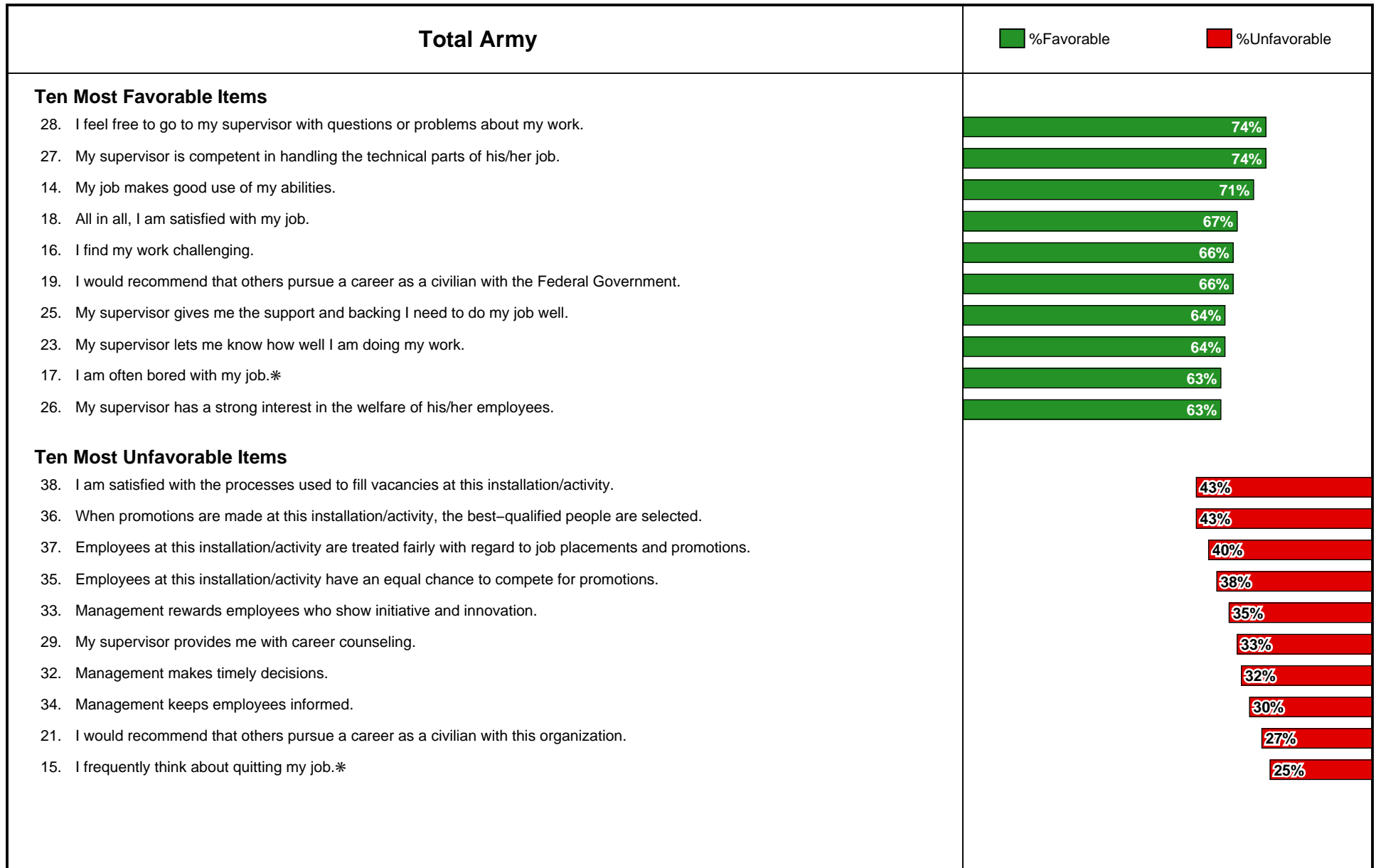
- ✓ Are certain things (for example, a frame of reference like "manager") consistently more favorable or unfavorable?
- ✓ Do you see any contradictory responses (for example, are first-line supervisors rated differently than management)?
- ✓ Are the most favorable (or unfavorable) items from a small number of Composites? If they are from a number of different Composites, is there a common underlying theme?

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5. **Review supplemental items.** Could scores on any of the scaled supplemental items relate to other survey items or themes that you've already identified? Although many of the supplemental items deal with specific issues (for example, Harassment, OnLine Applications), problems in these areas could impact other areas such as **Satisfaction with Job** or **Satisfaction with Management**.
6. **Dealing with perceptions.** Keep in mind that survey results reflect perceptions, which differ from one person to another. You must deal with the perception, whether or not you agree with or understand its source. Do not expect to understand what everything means. You should get clarification on issues with high neutral responses, contradictory responses, and divided responses by discussing those issues with your immediate group of employees. Many internal and external events, including organizational changes, policy changes, the local economy, and recent news events may have contributed to the results. You should not use these events to rationalize your results, but consider them as potential areas of discussion.
7. **Additional Support.** For more information regarding these results and how you may better utilize the information, please phone Mr. Murray Mack at (703) 325-8684 (DSN 225-8684) or email murray.mack@asamra.hoffman.army.mil.

Ten Most Favorable/Unfavorable Items


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* Item is phrased in a negative manner.

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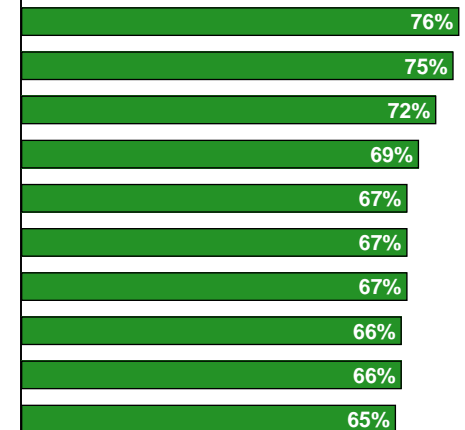
TRADOC

 %Favorable

 %Unfavorable

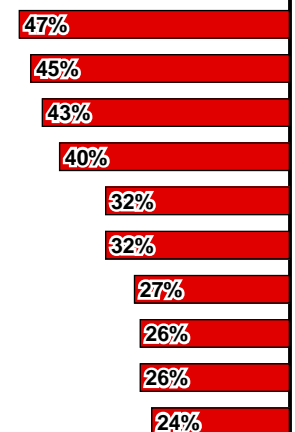
Ten Most Favorable Items

- 28. I feel free to go to my supervisor with questions or problems about my work.
- 27. My supervisor is competent in handling the technical parts of his/her job.
- 14. My job makes good use of my abilities.
- 18. All in all, I am satisfied with my job.
- 16. I find my work challenging.
- 25. My supervisor gives me the support and backing I need to do my job well.
- 23. My supervisor lets me know how well I am doing my work.
- 19. I would recommend that others pursue a career as a civilian with the Federal Government.
- 26. My supervisor has a strong interest in the welfare of his/her employees.
- 30. Management is competent.



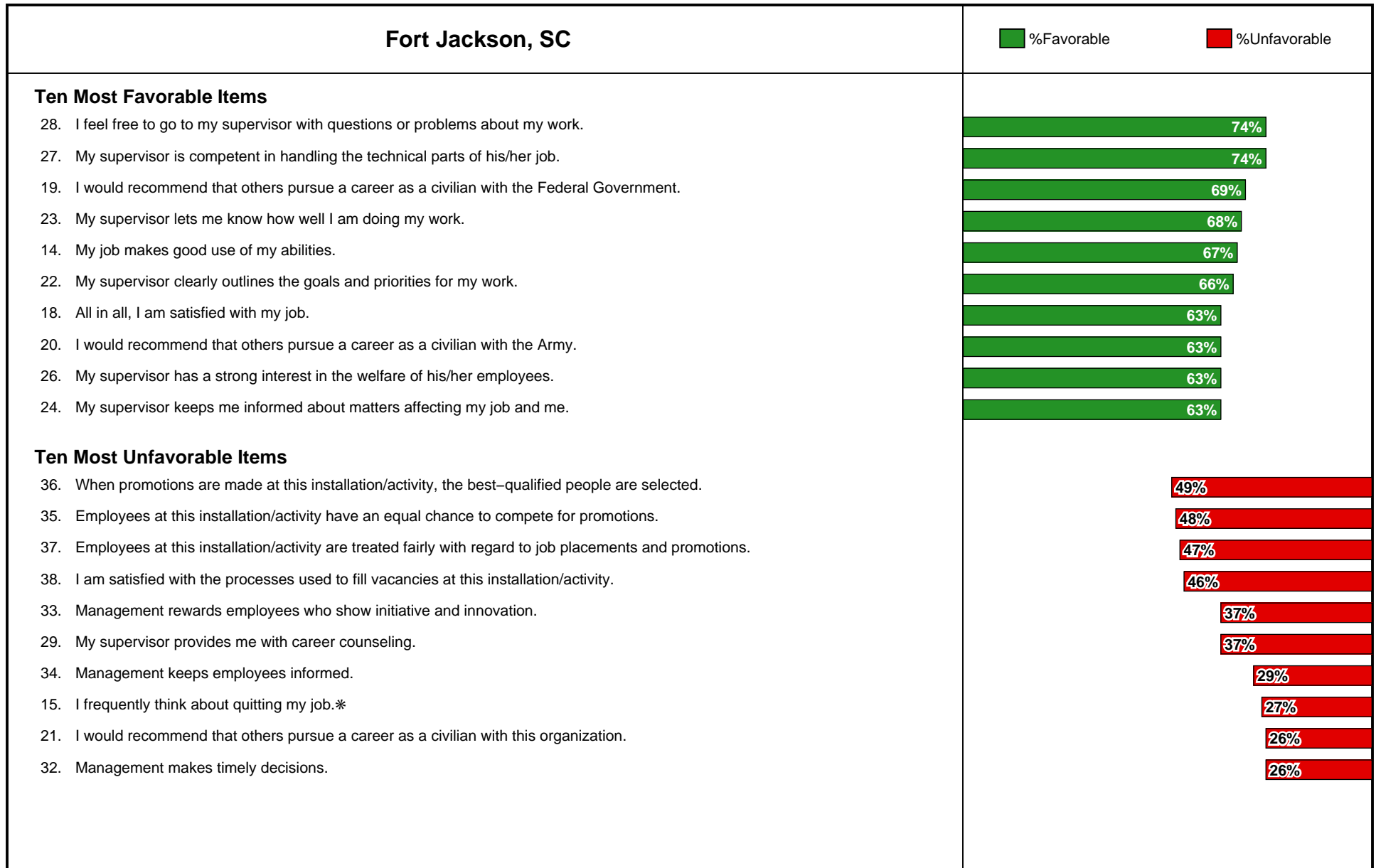
Ten Most Unfavorable Items

- 36. When promotions are made at this installation/activity, the best-qualified people are selected.
- 38. I am satisfied with the processes used to fill vacancies at this installation/activity.
- 37. Employees at this installation/activity are treated fairly with regard to job placements and promotions.
- 35. Employees at this installation/activity have an equal chance to compete for promotions.
- 29. My supervisor provides me with career counseling.
- 33. Management rewards employees who show initiative and innovation.
- 34. Management keeps employees informed.
- 32. Management makes timely decisions.
- 21. I would recommend that others pursue a career as a civilian with this organization.
- 15. I frequently think about quitting my job.*



* Item is phrased in a negative manner.

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* Item is phrased in a negative manner.

Composite Summary

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Composite Summary	PERCENT OF RESPONDENTS			Pct Fav Diff from 2001	Number of Respondents	
	<div><div></div> = Favorable</div>	<div><div></div> = Neutral</div>	<div><div></div> = Unfavorable</div>			
Satisfaction with Civilian Personnel Service						
	Total Army	57%	24%	19%	↑1	33,830
	TRADOC	61%	23%	17%	↓1	3,690
	Fort Jackson, SC	62%	20%	18%	↓1	365
Satisfaction with Job *						
	Total Army	65%	16%	19%	↑1	33,914
	TRADOC	66%	16%	18%	↑2	3,683
	Fort Jackson, SC	60%	19%	21%	↓5	364
Satisfaction with Career						
	Total Army	59%	20%	22%	↑3	33,887
	TRADOC	60%	19%	21%	↑8	3,680
	Fort Jackson, SC	61%	19%	19%	↑1	364
Satisfaction with First Line Supervisor						
	Total Army	63%	16%	20%	↓1	33,768
	TRADOC	65%	16%	19%	↓1	3,678
	Fort Jackson, SC	64%	15%	21%	↓4	363

* Composite includes reverse-scored items.

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Composite Summary	PERCENT OF RESPONDENTS			Pct Fav Diff from 2001	Number of Respondents	
	<div><div></div> = Favorable</div>	<div><div></div> = Neutral</div>	<div><div></div> = Unfavorable</div>			
Satisfaction with Management						
	Total Army	49%	23%	28%	↓1	33,476
	TRADOC	54%	21%	24%	↑3	3,630
	Fort Jackson, SC	53%	21%	26%	0	360
Satisfaction with Job Placement/Promotion System						
	Total Army	31%	27%	41%	↓2	32,397
	TRADOC	28%	28%	44%	↓2	3,478
	Fort Jackson, SC	25%	27%	48%	↓5	346
Satisfaction with Awards and Recognition						
	Total Army	43%	26%	31%	↑4	33,452
	TRADOC	44%	26%	30%	↑5	3,643
	Fort Jackson, SC	37%	26%	37%	↑1	360
Satisfaction with Discipline/Grievances/EEO Procedures *						
	Total Army	39%	34%	27%	↓1	31,422
	TRADOC	40%	36%	24%	0	3,430
	Fort Jackson, SC	36%	38%	26%	↓2	340

* Composite includes reverse-scored items.

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Composite Summary	PERCENT OF RESPONDENTS			Pct Fav Diff from 2001	Number of Respondents	
	<div><div></div> = Favorable</div>	<div><div></div> = Neutral</div>	<div><div></div> = Unfavorable</div>			
Satisfaction with Work Group						
	Total Army	<div><div></div>74%</div>	<div><div></div>15%</div>	<div><div></div>11%</div>	↓2	33,457
	TRADOC	<div><div></div>76%</div>	<div><div></div>14%</div>	<div><div></div>10%</div>	↓1	3,632
	Fort Jackson, SC	<div><div></div>73%</div>	<div><div></div>14%</div>	<div><div></div>13%</div>	↓4	360
Satisfaction with Training and Development						
	Total Army	<div><div></div>61%</div>	<div><div></div>17%</div>	<div><div></div>22%</div>	↓1	33,465
	TRADOC	<div><div></div>57%</div>	<div><div></div>19%</div>	<div><div></div>25%</div>	↑1	3,628
	Fort Jackson, SC	<div><div></div>57%</div>	<div><div></div>18%</div>	<div><div></div>25%</div>	0	361
Satisfaction with Fairness *						
	Total Army	<div><div></div>47%</div>	<div><div></div>33%</div>	<div><div></div>20%</div>	0	30,818
	TRADOC	<div><div></div>48%</div>	<div><div></div>34%</div>	<div><div></div>18%</div>	↑2	3,373
	Fort Jackson, SC	<div><div></div>47%</div>	<div><div></div>36%</div>	<div><div></div>17%</div>	0	333
Satisfaction with Physical Conditions						
	Total Army	<div><div></div>64%</div>	<div><div></div>17%</div>	<div><div></div>18%</div>	↓1	33,528
	TRADOC	<div><div></div>60%</div>	<div><div></div>19%</div>	<div><div></div>21%</div>	↑2	3,645
	Fort Jackson, SC	<div><div></div>66%</div>	<div><div></div>14%</div>	<div><div></div>20%</div>	↑2	358
Civilian Workplace Morale *						
	Total Army	<div><div></div>55%</div>	<div><div></div>20%</div>	<div><div></div>25%</div>	0	33,982
	TRADOC	<div><div></div>57%</div>	<div><div></div>19%</div>	<div><div></div>24%</div>	↑2	3,696
	Fort Jackson, SC	<div><div></div>55%</div>	<div><div></div>19%</div>	<div><div></div>26%</div>	↓3	365




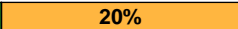




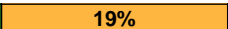

* Composite includes reverse-scored items.

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Composite Summary	PERCENT OF RESPONDENTS			Pct Fav Diff from 2001	Number of Respondents	
	<div><div></div> = Favorable</div>	<div><div></div> = Neutral</div>	<div><div></div> = Unfavorable</div>			
Your Organization *						
	Total Army	55%	23%	22%	--	33,558
	TRADOC	56%	22%	22%	--	3,648
	Fort Jackson, SC	53%	23%	24%	--	358
Performance Culture						
	Total Army	62%	18%	20%	--	33,378
	TRADOC	65%	17%	17%	--	3,631
	Fort Jackson, SC	67%	16%	17%	--	357
Strategic Planning *						
	Total Army	59%	21%	20%	--	33,303
	TRADOC	61%	19%	20%	--	3,617
	Fort Jackson, SC	63%	17%	20%	--	355
Customer Satisfaction						
	Total Army	78%	16%	6%	--	32,983
	TRADOC	79%	16%	6%	--	3,557
	Fort Jackson, SC	80%	15%	5%	--	348

* Composite includes reverse-scored items.

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Composite Summary		PERCENT OF RESPONDENTS			Pct Fav Diff from 2001	Number of Respondents
		 = Favorable	 = Neutral	 = Unfavorable		
Diversity	Total Army	  			↑1	32,765
	TRADOC	  			↑5	3,568
	Fort Jackson, SC	  			↑1	348

Item Detail

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Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
1. My immediate supervisor is (do not consider team leaders):			
Total Army			
Military	14%	↓1	3,466
Civilian	86%	↑1	20,654
TRADOC			
Military	26%	↑4	722
Civilian	74%	↓4	2,005
Fort Jackson, SC			
Military	28%	↑2	75
Civilian	72%	↓2	194

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Item Detail		% Favorable % Neutral % Unfavorable			Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1							
Satisfaction with Civilian Personnel Service													
	Total Army	57%24%19%			14	43	24	13	6	↑1	3.46	0.88	33,830
	TRADOC	61%23%17%			16	44	23	11	6	↓1	3.54	0.87	3,690
	Fort Jackson, SC	62%20%18%			15	47	20	11	7	↓1	3.54	0.90	365
	Total Army	71%19%10%			18	53	19	7	3	0	3.77	0.93	32,096
	TRADOC	76%16%8%			21	54	16	6	2	↓1	3.87	0.89	3,584
	Fort Jackson, SC	75%15%10%			19	55	15	7	3	↓1	3.80	0.94	356
	Total Army	63%18%19%			14	49	18	14	6	↑1	3.52	1.07	33,205
	TRADOC	64%18%18%			17	47	18	13	5	↓3	3.57	1.07	3,638
	Fort Jackson, SC	67%16%16%			17	51	16	10	6	↓5	3.61	1.07	361

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Item Detail	<div><div>% Favorable</div><div>% Neutral</div><div>% Unfavorable</div></div>	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N			
		5	4	3	2	1							
4. If my supervisor can't help me with an employment matter, I can get information or help from the personnel office.													
	Total Army	61%	21%	18%	14	47	21	13	6	↑1	3.51	1.06	32,099
	TRADOC	66%	19%	15%	17	49	19	11	5	↓1	3.63	1.04	3,574
	Fort Jackson, SC	66%	16%	18%	15	51	16	12	6	↓3	3.57	1.06	359
5. I have no problems finding or getting access to the appropriate personnel office staff member to get the information or service I need.													
	Total Army	51%	21%	28%	13	38	21	20	8	↑1	3.27	1.16	32,375
	TRADOC	56%	20%	24%	15	41	20	17	7	↓2	3.40	1.15	3,594
	Fort Jackson, SC	60%	19%	21%	15	45	19	15	6	↓1	3.48	1.11	357
6. The staff of the personnel office acts with integrity.													
	Total Army	62%	27%	11%	16	45	27	7	4	↑2	3.63	0.97	31,007
	TRADOC	64%	25%	11%	18	46	25	6	4	↓1	3.68	0.99	3,458
	Fort Jackson, SC	67%	22%	12%	17	50	22	7	5	↓1	3.67	0.99	351

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Item Detail	<div><div>% Favorable</div><div>% Neutral</div><div>% Unfavorable</div></div>	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N		
		5	4	3	2	1						
<div>7. Based on your recent experiences with the personnel office, rate the overall quality and timeliness of service on processing personnel and pay actions (e.g., promotions, within-grade increases, tax withholding, benefits).</div> <div>Total Army</div> <div>TRADOC</div> <div>Fort Jackson, SC</div> <div>8. Based on your recent experiences with the personnel office, rate the overall quality and timeliness of service on discipline, complaints, and performance appraisal.</div> <div>Total Army</div> <div>TRADOC</div> <div>Fort Jackson, SC</div> <div>9. Based on your recent experiences with the personnel office, rate the overall quality and timeliness of service on counseling employees on issues such as benefits (e.g., health, retirement), leave, hours of work, and worker's compensation.</div> <div>Total Army</div> <div>TRADOC</div> <div>Fort Jackson, SC</div>												
	65%	19%	16%	19	46	19	11	6	↑1	3.62	1.08	31,293
	69%	18%	14%	22	47	18	9	5	↓1	3.72	1.05	3,418
	72%	15%	12%	21	51	15	7	5	↑1	3.76	1.03	336
	55%	31%	14%	13	42	31	9	5	0	3.48	1.00	26,362
	60%	29%	12%	16	43	29	7	4	↓1	3.60	0.98	2,946
	60%	25%	15%	14	47	25	8	7	↑1	3.52	1.05	301
	48%	28%	24%	12	36	28	16	8	↑1	3.29	1.11	28,772
	54%	26%	20%	15	39	26	13	7	0	3.41	1.10	3,204
	52%	28%	20%	14	38	28	12	8	↓3	3.37	1.12	324

**Civilian Employees – FY03
Fort Jackson, SC**

Item Detail	<div><div></div> % Favorable</div> <div><div></div> % Neutral</div> <div><div></div> % Unfavorable</div>	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N	
		5	4	3	2	1					
10. Based on your recent experiences with the personnel office, rate the overall quality and timeliness of service on training.											
	Total Army	<div><div></div>48%</div> <div><div></div>30%</div> <div><div></div>22%</div>	11	37	30	15	8	0	3.29	1.09	29,052
	TRADOC	<div><div></div>47%</div> <div><div></div>30%</div> <div><div></div>23%</div>	12	35	30	15	8	↓1	3.28	1.12	3,189
	Fort Jackson, SC	<div><div></div>50%</div> <div><div></div>27%</div> <div><div></div>22%</div>	13	37	27	13	9	↓1	3.32	1.13	313
11. Based on your recent experiences with the personnel office, rate the overall quality and timeliness of service on job and promotion information.											
	Total Army	<div><div></div>47%</div> <div><div></div>27%</div> <div><div></div>26%</div>	11	36	27	17	9	↓1	3.23	1.14	30,510
	TRADOC	<div><div></div>49%</div> <div><div></div>26%</div> <div><div></div>25%</div>	13	36	26	16	9	↓3	3.27	1.16	3,360
	Fort Jackson, SC	<div><div></div>47%</div> <div><div></div>22%</div> <div><div></div>31%</div>	10	37	22	19	13	↓1	3.13	1.20	326
12. Overall, the quality of service given by the personnel office is:											
	Total Army	<div><div></div>58%</div> <div><div></div>25%</div> <div><div></div>17%</div>	13	45	25	12	5	↑2	3.48	1.03	31,973
	TRADOC	<div><div></div>62%</div> <div><div></div>22%</div> <div><div></div>15%</div>	15	47	22	11	5	↓1	3.57	1.02	3,502
	Fort Jackson, SC	<div><div></div>63%</div> <div><div></div>21%</div> <div><div></div>16%</div>	14	49	21	10	6	↓1	3.54	1.05	340

**Civilian Employees – FY03
Fort Jackson, SC**

Item Detail	<div> <div>% Favorable</div> <div>% Neutral</div> <div>% Unfavorable</div> </div>	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1				
13. Overall, the timeliness of service given by the personnel office is:										
Total Army	<div> <div>54%</div> <div>26%</div> <div>20%</div> </div>	12	42	26	13	7	↑2	3.39	1.07	31,644
TRADOC	<div> <div>58%</div> <div>25%</div> <div>18%</div> </div>	14	44	25	11	6	0	3.48	1.06	3,476
Fort Jackson, SC	<div> <div>61%</div> <div>21%</div> <div>18%</div> </div>	12	49	21	11	7	0	3.49	1.06	340

**Civilian Employees – FY03
Fort Jackson, SC**

Item Detail	<div> <div>% Favorable</div> <div>% Neutral</div> <div>% Unfavorable</div> </div>	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1				
Satisfaction with Job*	Total Army	65%	16%	19%			↑1	3.64	0.95	33,914
	TRADOC	66%	16%	18%			↑2	3.69	0.95	3,683
	Fort Jackson, SC	60%	19%	21%			↓5	3.55	0.98	364
14. My job makes good use of my abilities.	Total Army	71%	10%	19%			↓1	3.71	1.17	33,843
	TRADOC	72%	9%	18%			0	3.76	1.17	3,678
	Fort Jackson, SC	67%	12%	21%			↓7	3.65	1.22	362
15. I frequently think about quitting my job.*	Total Army	57%	18%	25%			↑4	3.51	1.29	33,478
	TRADOC	58%	18%	24%			↑7	3.54	1.28	3,639
	Fort Jackson, SC	53%	20%	27%			↓1	3.42	1.30	360
16. I find my work challenging.	Total Army	66%	18%	17%			↓1	3.65	1.09	33,816
	TRADOC	67%	17%	16%			↓1	3.69	1.09	3,677
	Fort Jackson, SC	56%	21%	22%			↓12	3.44	1.16	364

* Composite includes reverse-scored items.
* Item is phrased in a negative manner.

**Civilian Employees – FY03
Fort Jackson, SC**

Item Detail	<div> <div>% Favorable</div> <div>% Neutral</div> <div>% Unfavorable</div> </div>	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1				
17. I am often bored with my job.*										
Total Army	63% 19% 18%	27	36	19	13	5	↑4	3.66	1.15	33,660
TRADOC	64% 19% 17%	29	36	19	12	5	↑6	3.71	1.15	3,649
Fort Jackson, SC	60% 21% 20%	25	35	21	13	7	↑6	3.58	1.19	363
18. All in all, I am satisfied with my job.										
Total Army	67% 17% 16%	23	44	17	10	6	↓1	3.68	1.10	33,766
TRADOC	69% 16% 15%	26	43	16	10	5	↑1	3.76	1.10	3,662
Fort Jackson, SC	63% 20% 17%	25	38	20	10	6	↓11	3.65	1.15	362

* Item is phrased in a negative manner.

**Civilian Employees – FY03
Fort Jackson, SC**

Item Detail		% Favorable % Neutral % Unfavorable			Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1							
19. I would recommend that others pursue a career as a civilian with the Federal Government.													
	Total Army	59%20%22%			20	39	20	12	9	↑3	3.48	1.11	33,887
	TRADOC	60%19%21%			22	38	19	12	9	↑8	3.51	1.12	3,680
	Fort Jackson, SC	61%19%19%			24	37	19	11	8	↑1	3.58	1.10	364
	Total Army	66%17%17%			22	44	17	10	7	↑4	3.64	1.13	33,796
	TRADOC	66%17%17%			24	42	17	10	7	↑7	3.65	1.16	3,669
	Fort Jackson, SC	69%16%15%			27	42	16	8	6	↑3	3.76	1.13	361
	Total Army	59%20%21%			19	40	20	12	9	↑3	3.48	1.18	33,670
	TRADOC	61%19%20%			22	39	19	11	8	↑8	3.55	1.19	3,668
	Fort Jackson, SC	63%19%18%			25	38	19	10	8	↑3	3.63	1.19	363
20. I would recommend that others pursue a career as a civilian with the Army.													
	Total Army	59%20%21%			19	40	20	12	9	↑3	3.48	1.18	33,670
	TRADOC	61%19%20%			22	39	19	11	8	↑8	3.55	1.19	3,668
	Fort Jackson, SC	63%19%18%			25	38	19	10	8	↑3	3.63	1.19	363
	Total Army	52%21%27%			18	35	21	15	12	↑2	3.31	1.26	33,763
	TRADOC	52%22%26%			19	33	22	14	12	↑7	3.33	1.27	3,673
	Fort Jackson, SC	52%22%26%			21	31	22	15	11	↓1	3.36	1.27	363
	Total Army	52%21%27%			18	35	21	15	12	↑2	3.31	1.26	33,763
	TRADOC	52%22%26%			19	33	22	14	12	↑7	3.33	1.27	3,673
	Fort Jackson, SC	52%22%26%			21	31	22	15	11	↓1	3.36	1.27	363

**Civilian Employees – FY03
Fort Jackson, SC**

Item Detail	<div> <div>% Favorable</div> <div>% Neutral</div> <div>% Unfavorable</div> </div>	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1				
Satisfaction with First Line Supervisor										
Total Army	63% 16% 20%	25	38	16	12	8	↓1	3.60	1.05	33,768
TRADOC	65% 16% 19%	27	38	16	12	7	↓1	3.66	1.04	3,678
Fort Jackson, SC	64% 15% 21%	26	38	15	12	9	↓4	3.60	1.08	363
22. My supervisor clearly outlines the goals and priorities for my work.										
Total Army	61% 16% 23%	20	42	16	15	7	↓2	3.51	1.18	33,642
TRADOC	63% 16% 21%	22	41	16	15	7	↓2	3.57	1.17	3,661
Fort Jackson, SC	66% 15% 19%	21	45	15	13	6	↓3	3.62	1.13	363
23. My supervisor lets me know how well I am doing my work.										
Total Army	64% 15% 20%	22	42	15	13	7	↓1	3.59	1.17	33,622
TRADOC	67% 15% 18%	25	42	15	12	6	0	3.68	1.14	3,662
Fort Jackson, SC	68% 12% 20%	25	42	12	12	8	↓1	3.66	1.20	363
24. My supervisor keeps me informed about matters affecting my job and me.										
Total Army	62% 16% 22%	22	40	16	14	8	↓2	3.54	1.20	33,603
TRADOC	63% 16% 21%	24	39	16	14	7	↓2	3.59	1.19	3,662
Fort Jackson, SC	63% 14% 23%	23	40	14	14	8	↓7	3.55	1.22	361

**Civilian Employees – FY03
Fort Jackson, SC**

Item Detail	<div><div>% Favorable</div><div>% Neutral</div><div>% Unfavorable</div></div>	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N			
		5	4	3	2	1							
25. My supervisor gives me the support and backing I need to do my job well.													
	Total Army	64%	16%	19%	26	38	16	11	8	↓1	3.63	1.21	33,625
	TRADOC	67%	16%	17%	28	40	16	10	7	0	3.71	1.17	3,667
	Fort Jackson, SC	62%	17%	20%	27	35	17	12	8	↓8	3.61	1.23	361
26. My supervisor has a strong interest in the welfare of his/her employees.													
	Total Army	63%	18%	19%	29	35	18	10	9	↓2	3.64	1.24	33,500
	TRADOC	66%	17%	18%	30	35	17	10	8	↑1	3.70	1.22	3,651
	Fort Jackson, SC	63%	17%	20%	29	35	17	9	11	↓3	3.61	1.29	361
27. My supervisor is competent in handling the technical parts of his/her job.													
	Total Army	74%	13%	13%	33	41	13	6	6	↓1	3.88	1.12	33,278
	TRADOC	75%	13%	12%	35	40	13	6	6	↓1	3.93	1.11	3,638
	Fort Jackson, SC	74%	12%	14%	35	39	12	7	7	↓4	3.88	1.17	361
28. I feel free to go to my supervisor with questions or problems about my work.													
	Total Army	74%	10%	15%	34	41	10	8	7	↓1	3.86	1.17	33,620
	TRADOC	76%	10%	14%	36	40	10	8	6	↑1	3.93	1.14	3,662
	Fort Jackson, SC	74%	8%	18%	34	40	8	9	9	↓2	3.81	1.25	363

**Civilian Employees – FY03
Fort Jackson, SC**

Item Detail	<div> <div></div> % Favorable <div></div> % Neutral <div></div> % Unfavorable </div>	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1				
29. My supervisor provides me with career counseling.										
Total Army	<div> <div>43%</div> <div>24%</div> <div>33%</div> </div>	16	27	24	20	13	0	3.12	1.27	32,795
TRADOC	<div> <div>44%</div> <div>24%</div> <div>32%</div> </div>	17	27	24	19	13	0	3.16	1.28	3,572
Fort Jackson, SC	<div> <div>41%</div> <div>22%</div> <div>37%</div> </div>	16	24	22	20	17	↓1	3.03	1.33	349

**Civilian Employees – FY03
Fort Jackson, SC**

Item Detail	<div> <div>% Favorable</div> <div>% Neutral</div> <div>% Unfavorable</div> </div>	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1				
Satisfaction with Management										
	Total Army	49%	23%	28%			↓1	3.23	1.08	33,476
	TRADOC	54%	21%	24%			↑3	3.37	1.07	3,630
	Fort Jackson, SC	53%	21%	26%			0	3.30	1.10	360
30. Management is competent.										
	Total Army	58%	22%	21%			0	3.44	1.14	33,182
	TRADOC	65%	20%	16%			↑4	3.62	1.09	3,596
	Fort Jackson, SC	62%	19%	19%			↓3	3.51	1.11	356
31. Management treats employees with respect and consideration.										
	Total Army	56%	20%	24%			0	3.38	1.20	33,296
	TRADOC	61%	19%	20%			↑4	3.53	1.17	3,609
	Fort Jackson, SC	60%	18%	23%			0	3.45	1.19	359
32. Management makes timely decisions.										
	Total Army	42%	25%	32%			↓1	3.10	1.20	32,920
	TRADOC	49%	24%	26%			↑3	3.29	1.18	3,582
	Fort Jackson, SC	51%	23%	26%			↑2	3.29	1.20	354

**Civilian Employees – FY03
Fort Jackson, SC**

Item Detail	<div><div>% Favorable</div><div>% Neutral</div><div>% Unfavorable</div></div>	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N			
		5	4	3	2	1							
33. Management rewards employees who show initiative and innovation.													
	Total Army	41%	24%	35%	12	29	24	20	16	0	3.03	1.26	32,521
	TRADOC	46%	22%	32%	16	30	22	17	14	↑4	3.16	1.29	3,550
	Fort Jackson, SC	41%	23%	37%	14	27	23	18	19	↑1	2.99	1.33	353
34. Management keeps employees informed.													
	Total Army	47%	23%	30%	12	35	23	18	12	↓3	3.17	1.21	33,176
	TRADOC	50%	22%	27%	15	35	22	17	11	0	3.27	1.22	3,597
	Fort Jackson, SC	49%	22%	29%	16	34	22	15	14	↓5	3.23	1.27	352

**Civilian Employees – FY03
Fort Jackson, SC**

Item Detail		% Favorable % Neutral % Unfavorable			Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N	
		5	4	3	2	1								
35. Employees at this installation/activity have an equal chance to compete for promotions.	Satisfaction with Job Placement/Promotion System													
	Total Army	31%	27%	41%	6	25	27	23	18	↓2	2.80	1.11	32,397	
	TRADOC	28%	28%	44%	6	22	28	23	21	↓2	2.72	1.12	3,478	
	Fort Jackson, SC	25%	27%	48%	6	19	27	25	22	↓5	2.65	1.12	346	
	Total Army	40%	22%	38%	8	32	22	21	16	↓1	2.94	1.23	31,556	
	TRADOC	36%	23%	40%	8	28	23	21	19	↓2	2.85	1.25	3,372	
	Fort Jackson, SC	30%	23%	48%	8	21	23	27	21	↓10	2.69	1.25	328	
	Total Army	26%	31%	43%	5	21	31	24	19	↓2	2.69	1.16	30,693	
	TRADOC	23%	30%	47%	5	18	30	24	23	↓2	2.59	1.17	3,281	
	Fort Jackson, SC	22%	29%	49%	5	17	29	25	25	↓4	2.53	1.17	318	
	Total Army	30%	30%	40%	6	24	30	23	18	↓1	2.78	1.17	31,014	
	TRADOC	27%	30%	43%	6	21	30	23	20	↓1	2.69	1.18	3,328	
Fort Jackson, SC	24%	29%	47%	5	19	29	25	22	↓5	2.59	1.17	321		

**Civilian Employees – FY03
Fort Jackson, SC**

Item Detail	<div><div>% Favorable</div><div>% Neutral</div><div>% Unfavorable</div></div>	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N	
		5	4	3	2	1					
38. I am satisfied with the processes used to fill vacancies at this installation/activity.											
	Total Army	<div><div>29%</div><div>28%</div><div>43%</div></div>	6	24	28	23	20	↓1	2.72	1.19	31,566
	TRADOC	<div><div>27%</div><div>29%</div><div>45%</div></div>	5	21	29	23	21	↓1	2.66	1.18	3,400
	Fort Jackson, SC	<div><div>25%</div><div>29%</div><div>46%</div></div>	6	18	29	24	22	↓2	2.63	1.19	336

**Civilian Employees – FY03
Fort Jackson, SC**

Item Detail		% Favorable % Neutral % Unfavorable			Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1							
Satisfaction with Awards and Recognition													
	Total Army	43%	26%	31%	10	32	26	19	12	↑4	3.11	1.06	33,452
	TRADOC	44%	26%	30%	12	32	26	19	12	↑5	3.16	1.08	3,643
	Fort Jackson, SC	37%	26%	37%	11	27	26	21	16	↑1	2.96	1.13	360
	Total Army	53%	22%	26%	13	40	22	17	9	0	3.32	1.16	33,314
	TRADOC	55%	20%	25%	16	40	20	17	8	↑2	3.39	1.16	3,624
	Fort Jackson, SC	47%	21%	32%	13	34	21	20	13	↓4	3.15	1.24	358
39. When I do a good job, it is recognized.													
	Total Army	53%	22%	26%	13	40	22	17	9	0	3.32	1.16	33,314
	TRADOC	55%	20%	25%	16	40	20	17	8	↑2	3.39	1.16	3,624
	Fort Jackson, SC	47%	21%	32%	13	34	21	20	13	↓4	3.15	1.24	358
	Total Army	43%	28%	29%	10	33	28	17	11	↑11	3.13	1.16	31,189
	TRADOC	45%	27%	28%	13	32	27	17	11	↑13	3.19	1.19	3,409
	Fort Jackson, SC	40%	27%	33%	10	30	27	19	14	↑9	3.03	1.20	343
40. When awards are given in my workgroup, they go to the people who earned them.													
	Total Army	43%	28%	29%	10	33	28	17	11	↑11	3.13	1.16	31,189
	TRADOC	45%	27%	28%	13	32	27	17	11	↑13	3.19	1.19	3,409
	Fort Jackson, SC	40%	27%	33%	10	30	27	19	14	↑9	3.03	1.20	343
	Total Army	35%	29%	36%	8	27	29	22	14	↑4	2.93	1.17	30,959
	TRADOC	35%	29%	36%	9	26	29	21	14	↑5	2.94	1.19	3,364
	Fort Jackson, SC	29%	30%	41%	9	20	30	22	19	↑2	2.78	1.22	335
41. Employees at this installation/activity are treated fairly with regard to awards.													
	Total Army	35%	29%	36%	8	27	29	22	14	↑4	2.93	1.17	30,959
	TRADOC	35%	29%	36%	9	26	29	21	14	↑5	2.94	1.19	3,364
	Fort Jackson, SC	29%	30%	41%	9	20	30	22	19	↑2	2.78	1.22	335
	Total Army	35%	29%	36%	8	27	29	22	14	↑4	2.93	1.17	30,959
	TRADOC	35%	29%	36%	9	26	29	21	14	↑5	2.94	1.19	3,364
	Fort Jackson, SC	29%	30%	41%	9	20	30	22	19	↑2	2.78	1.22	335

**Civilian Employees – FY03
Fort Jackson, SC**

Item Detail	<div> <div></div> % Favorable <div></div> % Neutral <div></div> % Unfavorable </div>	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1				
42. If I perform my job especially well, I will receive an award.										
Total Army	<div> <div>40%</div> <div>27%</div> <div>33%</div> </div>	10	30	27	19	14	0	3.03	1.20	31,712
TRADOC	<div> <div>41%</div> <div>27%</div> <div>32%</div> </div>	11	30	27	19	13	↑2	3.07	1.21	3,476
Fort Jackson, SC	<div> <div>33%</div> <div>25%</div> <div>42%</div> </div>	11	22	25	23	19	↓1	2.83	1.28	342

**Civilian Employees – FY03
Fort Jackson, SC**

Item Detail		% Favorable % Neutral % Unfavorable			Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1							
Satisfaction with Discipline/Grievances- /EEO Procedures*													
	Total Army	39%	34%	27%	8	31	34	17	9	↓1	3.17	0.91	31,422
	TRADOC	40%	36%	24%	10	30	36	16	8	0	3.21	0.91	3,430
	Fort Jackson, SC	36%	38%	26%	10	26	38	15	10	↓2	3.15	0.94	340
43. If I filed a grievance, it would be held against me.*													
	Total Army	20%	36%	44%	4	16	36	29	15	↓1	2.66	1.05	25,438
	TRADOC	23%	37%	41%	6	17	37	27	14	↑2	2.74	1.07	2,837
	Fort Jackson, SC	22%	39%	38%	5	18	39	23	15	↓2	2.74	1.06	274
44. Top management at this installation/activity actively supports the Equal Employment Opportunity Program.													
	Total Army	60%	29%	11%	14	46	29	6	4	↓2	3.60	0.95	29,475
	TRADOC	60%	30%	10%	16	43	30	6	4	↓1	3.62	0.96	3,215
	Fort Jackson, SC	57%	32%	10%	16	41	32	5	6	↓2	3.57	1.00	317
45. Employees at this installation/activity are treated fairly with regard to discipline.													
	Total Army	39%	33%	29%	8	31	33	19	10	↓1	3.08	1.09	27,862
	TRADOC	40%	35%	25%	9	31	35	17	8	↑2	3.17	1.06	2,993
	Fort Jackson, SC	33%	38%	29%	11	22	38	18	11	↓2	3.04	1.13	298

* Composite includes reverse-scored items.
* Item is phrased in a negative manner.

**Civilian Employees – FY03
Fort Jackson, SC**

Item Detail	<div><div>% Favorable</div><div>% Neutral</div><div>% Unfavorable</div></div>	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N			
		5	4	3	2	1							
46. Employees at this installation/activity are treated fairly with regard to grievances and appeals.													
	Total Army	<div><div>33%</div></div>	<div><div>42%</div></div>	<div><div>25%</div></div>	7	27	42	16	9	↓2	3.06	1.03	24,684
	TRADOC	<div><div>35%</div></div>	<div><div>41%</div></div>	<div><div>24%</div></div>	8	27	41	16	8	0	3.12	1.02	2,736
	Fort Jackson, SC	<div><div>29%</div></div>	<div><div>44%</div></div>	<div><div>27%</div></div>	8	21	44	16	11	↓4	2.98	1.07	264

**Civilian Employees – FY03
Fort Jackson, SC**

Item Detail	<div> <div>% Favorable</div> <div>% Neutral</div> <div>% Unfavorable</div> </div>	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1				
Satisfaction with Work Group										
	Total Army	74%	15%	11%			↓2	3.86	0.87	33,457
	TRADOC	76%	14%	10%			↓1	3.92	0.87	3,632
	Fort Jackson, SC	73%	14%	13%			↓4	3.82	0.95	360
47. The people I work with do a good job.										
	Total Army	82%	11%	6%			↓2	4.03	0.84	33,382
	TRADOC	83%	11%	6%			↓1	4.07	0.84	3,624
	Fort Jackson, SC	81%	11%	9%			↓2	3.97	0.96	357
48. My work group is well run.										
	Total Army	66%	18%	16%			↓3	3.69	1.08	33,160
	TRADOC	68%	18%	14%			↓1	3.76	1.05	3,598
	Fort Jackson, SC	64%	18%	17%			↓8	3.66	1.11	357
49. People in my work group work well together.										
	Total Army	74%	14%	12%			↓2	3.86	1.01	33,164
	TRADOC	76%	13%	10%			0	3.93	1.00	3,596
	Fort Jackson, SC	74%	13%	12%			↓3	3.85	1.07	357

**Civilian Employees – FY03
Fort Jackson, SC**

Item Detail		% Favorable % Neutral % Unfavorable			Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N		
		5	4	3	2	1									
Satisfaction with Training and Development															
	Total Army	61%			17%	22%	18	43	17	14	9	↓1	3.47	1.05	33,465
	TRADOC	57%			19%	25%	17	40	19	15	10	↑1	3.39	1.09	3,628
	Fort Jackson, SC	57%			18%	25%	17	40	18	15	11	0	3.38	1.09	361
	50. My supervisor and I discuss my training and development needs at least once a year.														
	Total Army	61%			14%	25%	18	43	14	15	9	↓1	3.45	1.22	32,723
	TRADOC	56%			16%	28%	17	39	16	17	11	0	3.33	1.25	3,543
	Fort Jackson, SC	54%			17%	30%	16	38	17	18	11	↓1	3.29	1.26	351
	51. I receive the training I need to perform my job properly (e.g., on-the-job training, classroom instruction, conferences, workshops).														
	Total Army	59%			18%	23%	17	42	18	14	9	↓1	3.43	1.19	33,152
TRADOC	56%			19%	25%	16	40	19	15	10	↑1	3.37	1.21	3,590	
Fort Jackson, SC	58%			17%	25%	17	42	17	14	10	0	3.40	1.22	359	
52. Management supports continued training and development.															
Total Army	62%			19%	19%	19	43	19	11	8	↓2	3.54	1.16	32,920	
TRADOC	59%			20%	21%	18	41	20	12	9	↑1	3.48	1.18	3,557	
Fort Jackson, SC	59%			19%	22%	17	42	19	11	11	0	3.43	1.20	356	

**Civilian Employees – FY03
Fort Jackson, SC**

Item Detail		% Favorable % Neutral % Unfavorable			Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1							
53. Managers/supervisors deal effectively with reports of prejudice and discrimination.*	Satisfaction with Fairness*												
	Total Army	47%	33%	20%	15	32	33	13	7	0	3.36	0.71	30,818
	TRADOC	48%	34%	18%	16	32	34	12	6	↑2	3.40	0.72	3,373
	Fort Jackson, SC	47%	36%	17%	16	31	36	11	7	0	3.40	0.73	333
	Total Army	46%	36%	19%	11	35	36	11	7	↓2	3.31	1.05	24,422
	TRADOC	48%	35%	16%	14	35	35	10	6	0	3.39	1.04	2,753
	Fort Jackson, SC	45%	39%	16%	11	34	39	7	9	↓2	3.30	1.07	275
54. If I complained of discrimination, it would be held against me.*													
	Total Army	33%	36%	30%	9	24	36	21	9	0	3.03	1.09	25,404
	TRADOC	36%	37%	28%	10	25	37	19	8	↑4	3.10	1.08	2,843
	Fort Jackson, SC	34%	39%	28%	8	26	39	17	11	↑2	3.04	1.09	269
55. Non-minority employees often get preferential treatment over minority employees.*													
	Total Army	60%	30%	10%	23	37	30	7	4	0	3.70	1.01	28,220
	TRADOC	58%	31%	11%	23	35	31	8	4	0	3.67	1.03	3,089
	Fort Jackson, SC	55%	31%	14%	25	30	31	10	4	↑3	3.62	1.09	305

* Composite includes reverse-scored items.
* Item is phrased in a negative manner.

**Civilian Employees – FY03
Fort Jackson, SC**

Item Detail		% Favorable % Neutral % Unfavorable			Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1							
56. Minority employees often get preferential treatment over non-minority employees.*													
	Total Army	40%	32%	27%	12	28	32	18	9	↓1	3.16	1.15	28,330
	TRADOC	42%	32%	25%	14	28	32	17	8	↑1	3.23	1.14	3,104
	Fort Jackson, SC	47%	32%	21%	16	31	32	12	9	↑3	3.33	1.16	306
57. Male employees often get preferential treatment over female employees.*													
	Total Army	51%	33%	16%	17	34	33	11	5	0	3.47	1.05	28,883
	TRADOC	49%	34%	17%	16	32	34	12	5	↑1	3.42	1.07	3,109
	Fort Jackson, SC	46%	38%	16%	16	29	38	11	5	↓5	3.40	1.05	300
58. Female employees often get preferential treatment over male employees.*													
	Total Army	49%	34%	17%	14	35	34	11	6	0	3.40	1.05	28,932
	TRADOC	51%	36%	13%	15	36	36	9	4	↑1	3.49	0.99	3,121
	Fort Jackson, SC	52%	38%	10%	17	35	38	8	3	↓4	3.57	0.95	303

* Item is phrased in a negative manner.

**Civilian Employees – FY03
Fort Jackson, SC**

Item Detail		% Favorable % Neutral % Unfavorable			Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1							
59. At this installation/activity, physical conditions (e.g., noise level, temperature, lighting, cleanliness) allow employees to perform their jobs well.	Satisfaction with Physical Conditions												
	Total Army	64%17%18%			14	51	17	12	6	↓1	3.54	0.87	33,528
	TRADOC	60%19%21%			12	48	19	15	7	↑2	3.43	0.92	3,645
	Fort Jackson, SC	66%14%20%			15	51	14	14	6	↑2	3.53	0.95	358
	Total Army	61%15%23%			12	49	15	16	7	↓1	3.43	1.11	33,380
	TRADOC	58%16%26%			11	47	16	18	8	↑2	3.35	1.14	3,623
	Fort Jackson, SC	64%13%23%			12	52	13	17	6	↑3	3.46	1.09	356
	60. Programs that encourage good health practices are supported here (e.g., fitness centers, health education programs).												
Total Army		62%19%19%			15	47	19	13	6	0	3.51	1.08	32,635
TRADOC		57%22%21%			12	45	22	14	6	0	3.42	1.08	3,507
Fort Jackson, SC		62%15%23%			17	44	15	16	7	↓2	3.48	1.16	349
Total Army		62%19%19%			15	47	19	13	6	0	3.51	1.08	32,635
TRADOC		57%22%21%			12	45	22	14	6	0	3.42	1.08	3,507
Fort Jackson, SC		62%15%23%			17	44	15	16	7	↓2	3.48	1.16	349
61. Employees are protected from health and safety hazards on the job.													
	Total Army	70%18%13%			14	55	18	8	4	↑1	3.68	0.96	32,990
	TRADOC	64%19%17%			12	51	19	12	6	↑2	3.53	1.03	3,593
	Fort Jackson, SC	71%14%15%			15	56	14	9	6	↑5	3.66	1.03	347
	Total Army	70%18%13%			14	55	18	8	4	↑1	3.68	0.96	32,990
	TRADOC	64%19%17%			12	51	19	12	6	↑2	3.53	1.03	3,593
	Fort Jackson, SC	71%14%15%			15	56	14	9	6	↑5	3.66	1.03	347

Supplemental Item Detail

**Civilian Employees – FY03
Fort Jackson, SC**

Item Detail	<div> <div>% Favorable</div> <div>% Neutral</div> <div>% Unfavorable</div> </div>	Category Percents					Mean	Std Dev	Valid N
		5	4	3	2	1			
Your Organization*									
Total Army	55% 23% 22%	12	43	23	15	7	3.37	0.72	33,558
TRADOC	56% 22% 22%	14	43	22	15	7	3.41	0.75	3,648
Fort Jackson, SC	53% 23% 24%	12	41	23	15	9	3.33	0.80	358
62. There is a good working relationship between civilian and military personnel.									
Total Army	74% 16% 10%	17	57	16	7	3	3.79	0.90	30,519
TRADOC	77% 13% 10%	20	58	13	7	3	3.84	0.92	3,532
Fort Jackson, SC	71% 15% 14%	13	58	15	8	6	3.64	1.01	349
63. There is a good working relationship between civilian/military personnel and contractors.									
Total Army	72% 20% 8%	14	58	20	6	2	3.75	0.84	29,604
TRADOC	71% 20% 9%	15	56	20	7	2	3.75	0.87	3,283
Fort Jackson, SC	71% 21% 8%	12	58	21	6	2	3.73	0.83	295
64. Civilians are made to feel that they are an important part of the Army team.									
Total Army	64% 19% 16%	14	50	19	12	5	3.57	1.02	32,721
TRADOC	64% 18% 18%	16	48	18	13	5	3.57	1.06	3,594
Fort Jackson, SC	56% 19% 25%	13	43	19	17	7	3.37	1.13	355

* Composite includes reverse-scored items.

**Civilian Employees – FY03
Fort Jackson, SC**

Item Detail	<div><div></div> % Favorable</div> <div><div></div> % Neutral</div> <div><div></div> % Unfavorable</div>			Category Percents					Mean	Std Dev	Valid N	
	5	4	3	2	1							
65. Civilian supervisors are concerned about civilian employee job satisfaction.												
	Total Army	52%	25%	23%	11	41	25	15	7	3.32	1.09	31,419
	TRADOC	52%	25%	23%	13	39	25	16	7	3.34	1.11	3,304
	Fort Jackson, SC	49%	27%	24%	12	37	27	15	9	3.28	1.14	323
66. Military supervisors are concerned about civilian employee job satisfaction.												
	Total Army	43%	34%	22%	10	33	34	14	8	3.23	1.07	25,642
	TRADOC	45%	32%	23%	12	33	32	15	8	3.26	1.10	3,048
	Fort Jackson, SC	41%	29%	30%	13	28	29	19	11	3.12	1.19	301
67. I am satisfied with the amount of involvement I have in decisions that affect my work.												
	Total Army	52%	20%	28%	11	41	20	19	9	3.26	1.16	33,224
	TRADOC	54%	19%	27%	14	40	19	18	9	3.32	1.18	3,616
	Fort Jackson, SC	49%	17%	34%	14	35	17	20	14	3.14	1.29	357
68. My work productivity is reduced by unnecessary rules and regulations.*												
	Total Army	33%	31%	36%	6	27	31	25	11	2.93	1.09	32,729
	TRADOC	39%	32%	29%	8	31	32	21	7	3.11	1.06	3,545
	Fort Jackson, SC	44%	30%	26%	10	34	30	18	8	3.19	1.10	350

* Item is phrased in a negative manner.

**Civilian Employees – FY03
Fort Jackson, SC**

Item Detail	<div><div></div> % Favorable</div> <div><div></div> % Neutral</div> <div><div></div> % Unfavorable</div>			Category Percents					Mean	Std Dev	Valid N	
	5	4	3	2	1							
69. There is good communication between work groups/work units in my organization.												
	Total Army	49%	23%	28%	9	40	23	20	8	3.22	1.10	32,864
	TRADOC	53%	23%	25%	11	41	23	18	7	3.32	1.11	3,562
	Fort Jackson, SC	43%	27%	30%	9	34	27	17	12	3.09	1.16	349
70. I feel my job is secure.												
	Total Army	51%	21%	28%	11	40	21	16	12	3.22	1.19	32,968
	TRADOC	50%	21%	29%	11	39	21	17	11	3.21	1.19	3,568
	Fort Jackson, SC	53%	23%	24%	11	42	23	15	9	3.31	1.13	351
71. My organization encourages creative solutions and new practices/ways of doing business.												
	Total Army	51%	25%	24%	10	40	25	15	9	3.29	1.11	32,800
	TRADOC	52%	26%	22%	12	40	26	14	8	3.34	1.10	3,556
	Fort Jackson, SC	47%	26%	27%	9	39	26	17	10	3.20	1.13	348
72. The amount of work I am expected to do is reasonable.												
	Total Army	68%	15%	17%	11	57	15	12	6	3.55	1.02	33,297
	TRADOC	67%	14%	18%	13	55	14	12	6	3.56	1.05	3,618
	Fort Jackson, SC	67%	15%	19%	11	56	15	11	8	3.51	1.07	358

**Civilian Employees – FY03
Fort Jackson, SC**

Item Detail	<div><div>% Favorable</div><div>% Neutral</div><div>% Unfavorable</div></div>	Category Percents					Mean	Std Dev	Valid N			
		5	4	3	2	1						
73. I have sufficient resources (e.g., people, equipment and materials, budget) to get my job done.												
	Total Army	56%	16%	28%	10	46	16	19	10	3.27	1.16	33,097
	TRADOC	55%	15%	30%	11	44	15	20	10	3.26	1.19	3,595
	Fort Jackson, SC	58%	16%	26%	12	46	16	17	10	3.34	1.17	353
74. Compared to other organizations, how would you rate your organization as a place to work?												
	Total Army	49%	32%	19%	19	30	32	13	6	3.42	1.12	32,021
	TRADOC	50%	31%	18%	22	28	31	12	6	3.47	1.14	3,487
	Fort Jackson, SC	46%	33%	21%	20	26	33	15	6	3.39	1.13	342

**Civilian Employees – FY03
Fort Jackson, SC**

Item Detail		% Favorable % Neutral % Unfavorable			Category Percents					Mean	Std Dev	Valid N				
		5	4	3	2	1										
Performance Culture																
	Total Army	62%			18%		20%		16	46	18	14	6	3.54	0.80	33,378
	TRADOC	65%			17%		17%		19	46	17	12	5	3.63	0.79	3,631
	Fort Jackson, SC	67%			16%		17%		21	47	16	11	6	3.67	0.76	357
	75. Corrective actions are taken when employees do not meet performance standards.															
	Total Army	28%		30%		42%			4	24	30	29	13	2.76	1.07	27,667
	TRADOC	33%		31%		36%			5	28	31	26	11	2.91	1.08	3,031
	Fort Jackson, SC	34%		28%		37%			4	30	28	26	11	2.90	1.09	297
	76. My performance appraisal is a fair reflection of my performance.															
	Total Army	73%			14%		13%		20	53	14	8	4	3.76	1.00	31,624
	TRADOC	76%			14%		10%		23	54	14	7	3	3.85	0.95	3,451
	Fort Jackson, SC	76%			13%		11%		24	53	13	7	4	3.85	0.98	336
	77. I know what is expected of me on the job.															
	Total Army	81%			10%		9%		23	57	10	6	3	3.92	0.91	33,196
	TRADOC	82%			9%		8%		28	54	9	6	2	3.99	0.91	3,609
	Fort Jackson, SC	86%			8%		6%		31	55	8	3	3	4.09	0.86	355

**Civilian Employees – FY03
Fort Jackson, SC**

Item Detail		<div><div></div> % Favorable</div> <div><div></div> % Neutral</div> <div><div></div> % Unfavorable</div>			Category Percents					Mean	Std Dev	Valid N				
		5	4	3	2	1										
Strategic Planning*																
	Total Army	59%			21%		20%		13	46	21	15	5	3.45	0.76	33,303
	TRADOC	61%			19%		20%		15	46	19	14	5	3.52	0.79	3,617
	Fort Jackson, SC	63%			17%		20%		17	47	17	15	5	3.55	0.76	355
	78. Managers communicate the organization's strategic mission, vision, and priorities.															
	Total Army	57%			22%		21%		11	46	22	15	6	3.41	1.07	32,815
	TRADOC	57%			21%		22%		13	44	21	15	7	3.42	1.10	3,565
	Fort Jackson, SC	63%			17%		20%		15	48	17	15	5	3.53	1.08	349
79. Productivity in my work group/work unit is hurt by a lack of planning.*																
	Total Army	39%			28%		33%		7	31	28	25	8	3.05	1.08	32,480
	TRADOC	43%			27%		30%		9	33	27	23	7	3.15	1.10	3,532
	Fort Jackson, SC	41%			28%		31%		9	32	28	23	8	3.11	1.10	345
	80. I know how my work relates to my organization's mission and goals.															
	Total Army	79%			13%		7%		19	60	13	5	2	3.89	0.84	32,992
	TRADOC	83%			10%		6%		23	60	10	5	2	3.98	0.82	3,587
	Fort Jackson, SC	86%			6%		9%		26	60	6	6	3	4.00	0.89	352

* Composite includes reverse-scored items.
* Item is phrased in a negative manner.

**Civilian Employees – FY03
Fort Jackson, SC**

Item Detail		% Favorable % Neutral % Unfavorable			Category Percents					Mean	Std Dev	Valid N		
		5	4	3	2	1								
Customer Satisfaction														
	Total Army	78%			16%	6%	26	52	16	5	1	3.95	0.67	32,983
	TRADOC	79%			16%	6%	29	50	16	4	1	4.01	0.67	3,557
	Fort Jackson, SC	80%			15%	5%	33	47	15	3	1	4.08	0.65	348
	81. I clearly understand who my customer(s) is/are.													
	Total Army	92%			5%		38	54	5	2	1	4.26	0.72	32,912
	TRADOC	94%					44	50	4	2	1	4.35	0.69	3,550
	Fort Jackson, SC	97%					54	43	2	1	1	4.49	0.63	348
	82. Products and services in my work group/work unit are improved based on customer input.													
	Total Army	64%			25%	11%	17	47	25	9	2	3.68	0.93	31,179
TRADOC	64%			26%	10%	19	44	26	8	2	3.71	0.94	3,364	
Fort Jackson, SC	65%			25%	9%	22	44	25	6	3	3.75	0.96	333	
83. Customers are satisfied with the products and services my work group/work unit provides.														
Total Army	77%			18%	5%	21	56	18	4	1	3.91	0.81	31,252	
TRADOC	77%			18%		23	54	18	3	1	3.95	0.79	3,377	
Fort Jackson, SC	77%			19%		23	54	19	3	1	3.96	0.79	328	

**Civilian Employees – FY03
Fort Jackson, SC**

Item Detail		<div><div></div> % Favorable</div> <div><div></div> % Neutral</div> <div><div></div> % Unfavorable</div>			Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1							
Diversity													
	Total Army	68%20%12%			20	48	20	8	4	↑1	3.72	0.92	32,765
	TRADOC	70%19%11%			23	47	19	7	4	↑5	3.79	0.92	3,568
	Fort Jackson, SC	68%19%13%			23	45	19	8	6	↑1	3.73	0.97	348
	84. Managers/supervisors/team leaders work well with employees of different backgrounds.												
	Total Army	67%20%12%			16	51	20	8	4	0	3.68	0.98	32,024
	TRADOC	71%19%11%			20	50	19	7	4	↑4	3.77	0.97	3,500
	Fort Jackson, SC	68%20%12%			20	48	20	6	6	↓1	3.70	1.05	341
85. Discrimination (on the basis of gender, race, national origin, religion, age, cultural background, disability, or sexual orientation) is not tolerated here.													
	Total Army	68%20%12%			23	45	20	8	4	↑2	3.76	1.02	31,781
	TRADOC	70%19%11%			26	44	19	8	4	↑6	3.82	1.02	3,478
	Fort Jackson, SC	67%18%14%			26	41	18	9	5	↑2	3.74	1.10	344

**Civilian Employees – FY03
Fort Jackson, SC**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
Harassment			
86. During the last 12 months, have you been harassed (e.g., on the basis of your gender, race, national origin, religion, age, cultural background, disability, sexual orientation) while working for the Army?			
Total Army			
Yes	8%	0	2,536
No	92%	0	30,649
TRADOC			
Yes	7%	↓1	247
No	93%	↑1	3,363
Fort Jackson, SC			
Yes	7%	↓2	25
No	93%	↑2	331
87. If you were harassed, did you report the incident?			
Total Army			
Yes	7%	↑3	185
No	93%	↓3	2,610
TRADOC			
Yes	6%	↑2	18
No	94%	↓2	306
Fort Jackson, SC			
Yes	10%	↑7	4
No	90%	↓7	37
88. If you reported the incident, was any action taken? (e.g., management spoke with the offending person)			
Total Army			
Yes	3%	↓1	35
No	66%	↑1	756
Don't Know	31%	↓10	360

**Civilian Employees – FY03
Fort Jackson, SC**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
88. If you reported the incident, was any action taken? (e.g., management spoke with the offending person)			
TRADOC			
Yes	1%	↓7	1
No	66%	↑7	78
Don't Know	34%	↓12	40
Fort Jackson, SC			
Yes	0%	↓9	0
No	62%	↑9	8
Don't Know	38%	↓12	5

**Civilian Employees – FY03
Fort Jackson, SC**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
Army Knowledge Online (AKO)			
89. How frequently do you access Army Knowledge Online (AKO)?			
Total Army			
Once a month or less often	43%	--	14,289
2–3 times a month	14%	--	4,728
1–2 times a week	11%	--	3,738
3–4 times a week	6%	--	2,044
Almost every day	9%	--	3,122
Does not apply – I do not access AKO	16%	--	5,346
TRADOC			
Once a month or less often	36%	--	1,292
2–3 times a month	17%	--	629
1–2 times a week	13%	--	480
3–4 times a week	8%	--	288
Almost every day	10%	--	365
Does not apply – I do not access AKO	16%	--	570
Fort Jackson, SC			
Once a month or less often	35%	--	123
2–3 times a month	13%	--	48
1–2 times a week	8%	--	29
3–4 times a week	6%	--	22
Almost every day	10%	--	37
Does not apply – I do not access AKO	27%	--	97
90. How easy or difficult is it for you to navigate the AKO web site?			
Total Army			
Very difficult	4%	--	1,027
Difficult	11%	--	3,217
Neither easy nor difficult	30%	--	8,280
Easy	32%	--	8,847
Very easy	12%	--	3,317
Not sure – I do not use AKO very often	12%	--	3,309

**Civilian Employees – FY03
Fort Jackson, SC**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
90. How easy or difficult is it for you to navigate the AKO web site?			
TRADOC			
Very difficult	3%	--	83
Difficult	10%	--	304
Neither easy nor difficult	29%	--	890
Easy	36%	--	1,091
Very easy	13%	--	408
Not sure – I do not use AKO very often	9%	--	284
Fort Jackson, SC			
Very difficult	3%	--	9
Difficult	8%	--	21
Neither easy nor difficult	27%	--	69
Easy	34%	--	87
Very easy	16%	--	42
Not sure – I do not use AKO very often	12%	--	31
91. Have you arranged to have your AKO emails forwarded?			
Total Army			
No	5%	--	981
No, I did not know I could do that	26%	--	5,444
Yes, to my home or personal email address	4%	--	744
Yes, to my work site email address	65%	--	13,519
TRADOC			
No	4%	--	97
No, I did not know I could do that	23%	--	525
Yes, to my home or personal email address	4%	--	91
Yes, to my work site email address	68%	--	1,549
Fort Jackson, SC			
No	9%	--	16
No, I did not know I could do that	42%	--	73
Yes, to my home or personal email address	6%	--	11
Yes, to my work site email address	42%	--	72

**Civilian Employees – FY03
Fort Jackson, SC**

Item Detail		% Favorable % Neutral % Unfavorable			Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1							
Army Civilian Personnel OnLine (CPOL) Applications													
92. I find the information in PERMISS (Personnel Management and Information Support System) section of CPOL useful.													
Total Army		53%37%10%			11	43	37	7	3	↓1	3.51	0.88	19,569
TRADOC		56%36%8%			12	44	36	6	2	↓1	3.57	0.86	2,373
Fort Jackson, SC		64%31%			13	51	31	4	1	↑4	3.70	0.79	233
93. The Vacancy Announcement section of CPOL is useful.													
Total Army		68%21%11%			14	54	21	7	4	↓8	3.67	0.93	25,536
TRADOC		70%20%10%			15	55	20	6	4	↓6	3.71	0.93	2,919
Fort Jackson, SC		77%16%7%			19	59	16	5	2	↓2	3.86	0.86	290
94. The Resume Builder tool is easy to use.													
Total Army		54%24%23%			11	43	24	15	8	↓10	3.34	1.10	24,214
TRADOC		57%22%21%			12	45	22	15	6	↓10	3.42	1.08	2,790
Fort Jackson, SC		64%23%13%			18	46	23	9	4	↓5	3.67	0.99	256
95. It is easy to apply for jobs being filled through RESUMIX.													
Total Army		54%23%23%			13	40	23	14	9	↓10	3.35	1.15	24,366
TRADOC		58%22%20%			14	43	22	12	8	↓9	3.45	1.11	2,763
Fort Jackson, SC		62%26%12%			21	41	26	8	4	↑5	3.67	1.03	246

**Civilian Employees – FY03
Fort Jackson, SC**

Item Detail		% Favorable % Neutral % Unfavorable			Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1							
Family Friendly Flexibilities (Importance)													
96a. How important is telework/telecommuting to you?													
	Total Army	35%	34%	31%	31	16	19	23	11	--	3.31	1.40	32,900
	TRADOC	34%	34%	32%	32	14	20	22	12	--	3.32	1.42	3,547
	Fort Jackson, SC	36%	32%	32%	32	14	22	22	10	--	3.35	1.39	345
97a. How important are alternative work schedules to you?													
	Total Army	61%	26%	13%	13	38	23	19	8	--	3.31	1.14	33,140
	TRADOC	53%	30%	17%	17	32	21	22	9	--	3.27	1.22	3,592
	Fort Jackson, SC	49%	29%	21%	21	29	21	20	9	--	3.33	1.27	355
98a. How important are child care subsidies to you?													
	Total Army	20%	15%	65%	65	12	8	11	5	--	4.22	1.23	32,950
	TRADOC	16%	15%	69%	69	9	7	10	5	--	4.27	1.23	3,577
	Fort Jackson, SC	22%	17%	61%	61	13	9	10	6	--	4.12	1.29	353
99a. How important are employee assistance programs to you?													
	Total Army	35%	41%	24%	24	18	17	27	14	--	3.10	1.39	32,738
	TRADOC	37%	40%	23%	23	20	17	27	13	--	3.14	1.37	3,545
	Fort Jackson, SC	47%	32%	21%	21	28	19	24	9	--	3.28	1.28	351

**Civilian Employees – FY03
Fort Jackson, SC**

Item Detail	<div><div>% Favorable</div><div>% Neutral</div><div>% Unfavorable</div></div>	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N			
		5	4	3	2	1							
100a. How important are health and wellness programs to you?													
	Total Army	62%	30%	8%	8	38	24	20	10	--	3.14	1.14	32,778
	TRADOC	63%	28%	9%	9	39	24	20	9	--	3.19	1.12	3,552
	Fort Jackson, SC	68%	22%	10%	10	48	20	15	7	--	3.39	1.07	351
101a. How important are support groups to you?													
	Total Army	28%	40%	32%	32	15	13	24	16	--	3.24	1.50	32,848
	TRADOC	29%	38%	33%	33	16	13	24	14	--	3.30	1.48	3,557
	Fort Jackson, SC	38%	37%	25%	25	21	17	24	13	--	3.21	1.40	354
102a. How important are elder care programs to you?													
	Total Army	26%	34%	41%	41	13	12	20	13	--	3.47	1.51	32,697
	TRADOC	27%	34%	39%	39	15	12	21	13	--	3.46	1.49	3,538
	Fort Jackson, SC	34%	31%	35%	35	18	16	18	13	--	3.45	1.44	351

**Civilian Employees – FY03
Fort Jackson, SC**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
Family Friendly Flexibilities (Availability)			
96b. Is telework/telecommuting available to you?			
Total Army			
Yes	17%	--	5,500
No	47%	--	15,558
Don't Know	36%	--	12,059
TRADOC			
Yes	14%	--	512
No	45%	--	1,631
Don't Know	40%	--	1,451
Fort Jackson, SC			
Yes	16%	--	56
No	37%	--	130
Don't Know	47%	--	165
97b. Are alternative work schedules available to you?			
Total Army			
Yes	58%	↓3	19,231
No	29%	0	9,759
Don't Know	13%	↑3	4,211
TRADOC			
Yes	49%	↓4	1,775
No	36%	↑2	1,295
Don't Know	15%	↑2	530
Fort Jackson, SC			
Yes	42%	↑6	149
No	44%	↑5	157
Don't Know	14%	↓12	50

**Civilian Employees – FY03
Fort Jackson, SC**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
98b. Are child care subsidies available to you?			
Total Army			
Yes	8%	--	2,451
No	32%	--	10,237
Don't Know	61%	--	19,582
TRADOC			
Yes	7%	--	259
No	30%	--	1,056
Don't Know	62%	--	2,170
Fort Jackson, SC			
Yes	10%	--	34
No	30%	--	103
Don't Know	60%	--	208
99b. Are employee assistance programs available to you?			
Total Army			
Yes	39%	--	12,769
No	8%	--	2,509
Don't Know	53%	--	17,493
TRADOC			
Yes	29%	--	1,043
No	9%	--	310
Don't Know	62%	--	2,199
Fort Jackson, SC			
Yes	31%	--	109
No	11%	--	38
Don't Know	58%	--	207
100b. Are health and wellness programs available to you?			
Total Army			
Yes	57%	--	19,001
No	13%	--	4,433
Don't Know	29%	--	9,641

**Civilian Employees – FY03
Fort Jackson, SC**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
100b. Are health and wellness programs available to you?			
TRADOC			
Yes	47%	--	1,677
No	15%	--	541
Don't Know	38%	--	1,375
Fort Jackson, SC			
Yes	59%	--	211
No	15%	--	53
Don't Know	26%	--	91
101b. Are support groups available to you?			
Total Army			
Yes	25%	--	8,052
No	12%	--	3,725
Don't Know	64%	--	20,489
TRADOC			
Yes	23%	--	804
No	11%	--	375
Don't Know	66%	--	2,302
Fort Jackson, SC			
Yes	35%	--	120
No	10%	--	34
Don't Know	55%	--	190
102b. Are elder care programs available to you?			
Total Army			
Yes	9%	--	2,855
No	16%	--	5,126
Don't Know	76%	--	24,970
TRADOC			
Yes	10%	--	371
No	13%	--	473
Don't Know	76%	--	2,727

**Civilian Employees – FY03
Fort Jackson, SC**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
102b. Are elder care programs available to you? Fort Jackson, SC			
Yes	<div><div></div></div> 10%	--	37
No	<div><div></div></div> 16%	--	57
Don't Know	<div><div></div></div> 73%	--	260

**Civilian Employees – FY03
Fort Jackson, SC**

Item Detail		<div><div></div> % Favorable</div>	<div><div></div> % Neutral</div>	<div><div></div> % Unfavorable</div>	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
					5	4	3	2	1				
Career/Retirement Plans													
	103. I am willing to relocate geographically for a promotion.												
	Total Army	<div><div>43%</div><div>19%</div><div>38%</div></div>			19	24	19	20	18	--	3.05	1.38	32,112
	TRADOC	<div><div>40%</div><div>19%</div><div>41%</div></div>			17	23	19	22	19	--	2.96	1.38	3,462
Fort Jackson, SC	<div><div>46%</div><div>19%</div><div>35%</div></div>			23	23	19	20	15	--	3.19	1.39	338	

**Civilian Employees – FY03
Fort Jackson, SC**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
104. Select the response that best matches your career plans:			
Total Army			
I intend to look for other employment outside of the Army.	13%	--	4,274
I intend to look for other employment within the Army.	25%	--	8,199
I intend to stay in my current organization.	62%	--	20,518
TRADOC			
I intend to look for other employment outside of the Army.	8%	--	285
I intend to look for other employment within the Army.	30%	--	1,058
I intend to stay in my current organization.	63%	--	2,239
Fort Jackson, SC			
I intend to look for other employment outside of the Army.	10%	--	35
I intend to look for other employment within the Army.	34%	--	117
I intend to stay in my current organization.	56%	--	196
105. How long do you expect to continue working for your organization?			
Total Army			
More than 5 years	44%	--	14,629
4–5 years	16%	--	5,240
1–3 years	30%	--	9,964
Less than 1 year	10%	--	3,386
TRADOC			
More than 5 years	43%	--	1,553
4–5 years	17%	--	614
1–3 years	30%	--	1,091
Less than 1 year	10%	--	355
Fort Jackson, SC			
More than 5 years	41%	--	147
4–5 years	15%	--	53
1–3 years	34%	--	121
Less than 1 year	10%	--	35

**Civilian Employees – FY03
Fort Jackson, SC**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
106. Select the response that best matches your retirement plans:			
Total Army			
I plan to leave before retirement.	5%	--	1,522
I am undecided about staying beyond my retirement eligibility date.	33%	--	11,072
I plan to stay beyond my retirement eligibility date.	23%	--	7,516
I would take an early out, if offered.	17%	--	5,528
I plan to retire as soon as eligible.	23%	--	7,588
TRADOC			
I plan to leave before retirement.	3%	--	112
I am undecided about staying beyond my retirement eligibility date.	34%	--	1,237
I plan to stay beyond my retirement eligibility date.	25%	--	914
I would take an early out, if offered.	15%	--	548
I plan to retire as soon as eligible.	22%	--	798
Fort Jackson, SC			
I plan to leave before retirement.	6%	--	21
I am undecided about staying beyond my retirement eligibility date.	37%	--	130
I plan to stay beyond my retirement eligibility date.	24%	--	85
I would take an early out, if offered.	14%	--	48
I plan to retire as soon as eligible.	20%	--	71
107. I plan to retire in:			
Total Army			
More than 5 years	73%	--	23,018
4–5 years	13%	--	4,168
1–3 years	12%	--	3,687
Less than 1 year	2%	--	708
TRADOC			
More than 5 years	70%	--	2,424
4–5 years	15%	--	525
1–3 years	13%	--	440
Less than 1 year	3%	--	89
Fort Jackson, SC			
More than 5 years	74%	--	245
4–5 years	13%	--	42
1–3 years	11%	--	35
Less than 1 year	2%	--	8

**Civilian Employees – FY03
Fort Jackson, SC**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
Feedback on Survey Results			
108. I have seen my command or installation results from the last Army Civilian Attitude Survey (2001).			
Total Army			
Yes	15%	--	5,053
No	64%	--	21,273
Don't Know	21%	--	7,013
TRADOC			
Yes	9%	--	316
No	75%	--	2,703
Don't Know	17%	--	606
Fort Jackson, SC			
Yes	14%	--	50
No	68%	--	242
Don't Know	18%	--	63
109. My organization has taken action based on results from the last Army Civilian Attitude Survey (2001).			
Total Army			
Yes	5%	--	1,540
No	14%	--	4,697
Don't Know	81%	--	27,042
TRADOC			
Yes	3%	--	119
No	14%	--	516
Don't Know	82%	--	2,983
Fort Jackson, SC			
Yes	5%	--	19
No	15%	--	53
Don't Know	80%	--	285